

Welcome and Thank You Text

Welcome Text

Thank you for visiting myUSCIS. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Welcome Text - Alternate

Thank you for visiting [Company/Site/Agency]. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us your feedback. All results are strictly confidential.

FORESEE by Answers

Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

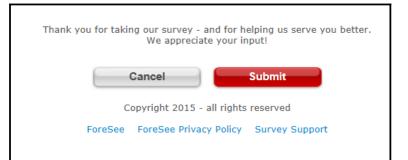
Thank You Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

Thank You Text - Alternate

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.



Model Name: myUSCIS

Model ID

Partitioned: YES (2MQ)

Date: 2-5-16

Red & Strike-Through: Delete
Underlined & Italicized: Re-order
Pink: Addition
Blue: Reword



Label	Element Questions	Label	Satisfaction Questions		Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction	1		Use again (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of this site.	16 Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19	Return	How likely are you to use this site in the future if you neede citizenship or immigrations services?
Look and Feel - Balance	Please rate the balance of graphics and text on this site.	17 Satisfaction - Expectations	How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)			Recommend (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages on this site.	18 Satisfaction - Ideal	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	20	Recommend	How likely are you to recommend this site as a useful resource to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)					In Person Visit (1=Very Unlikely, 10=Very Likely)
Site Performance - Loading	Please rate how quickly pages load on this site.			21	In Person Visit	How likely are you to visit a USCIS office in person after your visit to this site today because you encountered problems with the site?
Site Performance - Consistency	Please rate the consistency of page loading speed from page to page on this site.				Use 1-800 Number	Use 1-800 Number (1=Very Unlikely, 10=Very Likely)
Site Performance - Completeness	Please rate how completely the page content loads on this site.			22	2	How likely are you to call the 1-800 number after your visit this site today?
	Navigation (1=Poor, 10=Excellent, Don't Know)					
Navigation - Organized	Please rate how well the site is organized.					
Navigation - Options	Please rate the options available for navigating this site.					
Navigation - Layout	Please rate how well the site layout helps you find what you need.					
	Information Browsing (1=Poor, 10=Excellent, Don't Know)					
Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.					
Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.					
Information Browsing - Features	Please rate how well the features on the site help you find the information you need.					
	Site Information (1=Poor, 10=Excellent, Don't Know)					
Site Information - Thoroughness	Please rate the thoroughness of information provided on this site.					
Site Information - Understandable	Please rate how understandable this site's information is.					
Site Information - Answers	Please rate how well the site's information provides answers to your questions.					

Model Name: myUSCIS Model ID

Partitioned: YES (2MQ)
Date: 2-23-16

Red & Strike-Through: Delete Underlined & Italicized: Re-order

Pink: Addition Blue: Reword



QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instruction
		Why are you likely to call the 1-800 number?	l do not plan to call the 1-800 number		Y	Checkbox, one-up vertical	Skip Logic Group*
		Please check all that apply.	Because I encountered problems with this site				
			Because I feel more comfortable talking to a person				
			To double check that what I did on the website is correct				
			To make sure that I understood everything that I needed to do				
			Other reason(s)	A			
	Α	What other reason(s) do you have for calling the 1-800 number?	· ·		N	Text area, no char limit	Skip Logic Group ⁴
		To what extent do you agree with the following statements	Strongly disagree		Y	Drop down, select one	Multiple Lists Group
		about this site?	Disagree				
		This site is an official government website for services	Agree				
		related to citizenship and immigration	Strongly agree	-			
		This site is a useful resource for citizenship and immigration		_	Y	Drop down solect one	Multiple Lists Grou
		information	Strongly disagree	_	T	Y Drop down, select one	Multiple Lists Grou
		inomaton	Disagree	-			
			Agree				
			Strongly agree				
		I feel this site is helping me navigate my immigration process	Strongly disagree		Y	Drop down, select one	Multiple Lists Grou
			Disagree				
			Agree				
			Strongly agree				
		This site makes tasks difficult to complete	Strongly disagree		Y	Drop down, select one	Multiple Lists Group
		The one mands acree annount to complete	Disagree	_		Brop down, delect ene	
			Agree	-			
				-			
			Strongly agree				
		This site saves me time	Strongly disagree		Y	Y Drop down, select one	Multiple Lists Group
			Disagree				
			Agree				
			Strongly agree				
		This site meets my needs	Strongly disagree		Y	Drop down, select one	Multiple Lists Group
			Disagree				
			Agree				
			Strongly agree	_			
		This site is a site I trust	Strongly disagree	_	Y	Drop down, select one	Multiple Lists Group
		This site is a site it trust	Disagree	-	'	Drop down, select one	Multiple Lists Orou
				_			
			Agree	_			
			Strongly agree				
Acquisition Source		How did you hear about this site?	A USCIS public event		Υ	Checkbox, one-up vertical	Skip Logic Group
		Please check all that apply.	Social media (i.e. Facebook, Instagram, Twitter, etc.)				
			Email from USCIS with a link				
			Search engine results (i.e. Google, Bing, Yahoo, etc.)				
			A community-based organization or non-profit organization				
			Internet advertisement or Internet media (e.g., video)				
			Other media advertisement (i.e. flier, radio, television, brochure, etc.)				
			Other	Α			
	A	What other way did you hear about this site?			N	Text field, <100 char	Skip Logic Group
	_ ^	How easy or difficult was it for you to get to this site?	Very difficult		Y	Drop down, select one	Skip Logic Oloup
		now casy or unificult was it for you to get to this site?		\dashv	, ,	Drop down, Selectione	
			Somewhat difficult	_			
			Somewhat easy	_			
			Very easy				
Visit Frequency		How often do you visit this site?	This is my first time on this site		Y	Drop down, select one	
			Daily				
			Weekly				
			Monthly				
			Every 2 months or less	\neg			
		Please complete this sentence:	Myself	В	Υ	Radio button, one-up vertical	Skip Logic Group
			Spouse	—	'	radio button, one-up vertical	Skip Logic Group
			Fiancé/Fiancée	D			
			Other family member	D			
			Friend	D			
			Client	D			
			Employer/employee	D			

			Other	Α			
	Α	For what other person are you visiting this site?			N	Text field, <100 char	Skip Logic Group
Role	В		Citizen by birth		Y	Y Radio button, one-up vertical	Skip Logic Group*
		I am visiting this site as a	Naturalized U.S. citizen				
			Permanent resident (Green Card holder)				
			·				
			Conditional resident				
			Temporary worker/nonimmigrant				
			Student or exchange visitor				
			Visitor to the USA				
			Other	С			
	С	How else would you describe your current status as you	Other		N	Text field, <100 char	Skip Logic Group
		visited this site today?			IN	Text field, <100 chai	Skip Logic Group
	D		Naturalized U.S. citizen		Υ	Radio button, one-up vertical	Skip Logic Group
		I am visiting this site for somebody who is a	Permanent resident (Green Card holder)				
			Conditional resident				
			Temporary worker/nonimmigrant				
			Student or exchange visitor				
			Visitor to the USA				
			Native born in the USA				
			Other	E			
	E	How else would you describe the current status of the			N	Text field, <100 char	Skip Logic Group
		person for whom you are visiting this site today?			IN	Text lield, \100 chai	Skip Logic Group
Primary Reason: Federal			Green Card (permanent resident card)		Y	Radio button, one-up vertical	Skip Logic Grou
Government or			U.S. citizenship				
Informational Non-Profit			Family reunification (petition for an immediate relative)				
			Working in the United States				
			Deferred action for childhood arrivals (DACA)				
			Humanitarian (TPS, Refugee/Asylum)				
			Adoption				
			Other	A			
	Α	What other benefit was the main reason for your visit today?			N	Text area, no char limit	Skip Logic Grou
		What were the main tasks you were trying to do during your	Find information	B1,B2	Y	Checkbox, one-up vertical	Skip Logic Grou
		visit to the site today? You can check up to three.	Find a doctor	C1,C2			
		,,					
			Check a case status	D1,D2			
			Change an address	E1,E2			
			Practice the civics test	F1,F2			
			Find a civics or English class	G1,G2			
			Other	A A			
-			Otter	A			
	Α	What other task were you trying to do today?			N	Text field, <100 char	Skip Logic Group
	B1	Please rate how easy or difficult it was to find the	Very easy		Y	Radio button, one-up vertical	Skip Logic Group
		information you were looking for during your visit to the site	Somewhat easy				
			Somewhat difficult				
			Very difficult				
+			-				011 1 1 0
	B2	How much of this task were you able to complete during your			Y	Radio button, one-up vertical	Skip Logic Group
		visit to the site today?	I was able to complete most of it				Ship Lopis Crown
			I was able to complete some of it	B3		1	
			I was not able to complete any of it	В3			
	P2	Diagon tall up why you were not able to abtain the	. nac not able to complete any or it	- 53	N.I.	Tout area as abouting	
	В3	Please tell us why you were not able to obtain the information you were looking for during your visit to the site today.			N	Text area, no char limit	Skip Logic Group
			Non- 2221		V	Dadie hutten and un vertical	Chin Lania C
	C1		Very easy		Y	Radio button, one-up vertical	Skip Logic Grou
			Somewhat easy				
			Somewhat difficult				
			Very difficult			Dodio button, one un vertical	Skip Logic Grou
	C3		Very difficult		~	Radio hutton one-un vertical	
	C2	How much of this task were you able to complete during your	I was able to complete all of it		Y	Radio button, one-up vertical	Skip Logic Grou
	C2	How much of this task were you able to complete during your	I was able to complete all of it I was able to complete most of it		Y	Radio button, one-up vertical	Skip Logic Grou
	C2	How much of this task were you able to complete during your	I was able to complete all of it	СЗ	Y	Radio button, one-up vertical	Skip Logic Grou
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	C3	How much of this task were you able to complete during your visit to the site today? Please tell us why you were not able to find a doctor during your visit to the site today.	I was able to complete all of it I was able to complete most of it I was able to complete some of it I was not able to complete any of it		N	Text area, no char limit	Skip Logic Grou
		How much of this task were you able to complete during your visit to the site today? Please tell us why you were not able to find a doctor during your visit to the site today. Please rate how easy or difficult it was to check a case	I was able to complete all of it I was able to complete most of it I was able to complete some of it			·	Skip Logic Grou
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use for this cale boday? Season competed mort of I Each of the competed common of I Each of the competed common of I Each of I							
Loss salts complete come or it 23 Risear pail as salty you were not pailed change or address salter great with a contract and or salter great with a contract and salters salter great salters great	E2				Y	Y Radio button, one-up vertical	Skip Logic Group*
Please tell rus only you were not able to change an address FF Private cet now easy or deficiant in exist to practice a civital set of the process of		visit to the site today?					
Flace are all use why you were not able to change an address purposes or work in the one house) predicted a civide with a complete and or a complete and o							
## Auting your visits of the size body. ## 1 Process of home was give artifactural review in practice a clivide. ## 2 Process of the size of the siz			I was not able to complete any of it	E3			
Exert during your vote in the clien baday. Somewhat allege S	E3				N	Text area, no char limit	Skip Logic Group*
Somewhat difficult is also work you able to complete durity you? Were placed to the size to long of long or the size to lo	F1	Please rate how easy or difficult it was to practice a civics test during your visit to the site today.			Y Radio bu	Radio button, one-up vertical	Skip Logic Group*
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west to the size cologle? West all the source local parts Investigate complete owner of it it. P3 P3 P4 P4 P4 P4 P4 P4	E2	How much of this task were you able to complete during you	. ,		V	Padio button, one-un vertical	Skin Logic Group*
Passes ella to wifty you were not able to practice a civide test Passes ella to wifty you were not able to practice a civide test Passes ella to wifty you were not able to practice a civide test Passes ella to wifty you were not able to practice a civide test Passes ella to wifty you well to all civides or wift to the side today.	"2				'	radio batton, one-up vertical	Skip Logic Group
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English class during your visit to the site today. Somewhat daily district of the size today. Somewhat difficult visit of the size today? A what much of this task vere you able to complete during your your provided by the size to the size to the size today? A please tell us very you were not able to find a civics or a month of the size today? To what extent do you agree with the following statements intermediation was readily available to size t	F3	during your visit to the site today.			N	l'ext area, no char limit	Skip Logic Group*
Somewhat difficult (and the stack were you able to complete during your wind to the stack were you able to complete during your was able to complete all of it is a size to complete all of it is a size to complete miss of it is a si	G1	Please rate how easy or difficult it was to find a civics or			Υ	Radio button, one-up vertical	Skip Logic Group*
Very difficult Very		English class during your visit to the site today.					
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		education you have attained?	High school graduate				
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			College graduate				
			Post graduate degree				
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English fluency-Read
English fluency-Speak
English fluency-Understand
English lidency-Understand
English fluency-Writing